



CITY OF WEST HOLLYWOOD

REQUEST FOR QUALIFICATIONS (RFQ)

**DESIGN, SUPPLY, INSTALLATION, COMMISSIONING, AND SERVICE
OF A FULLY AUTOMATED VEHICLE STORAGE AND RETRIEVAL SYSTEM (AVSRS)
REPLACEMENT OR EXPANSION IMPROVEMENT**

ISSUE DATE: NOVEMBER 17, 2025

**CITY OF WEST HOLLYWOOD
 REQUEST FOR QUALIFICATIONS (RFQ)
 DESIGN, SUPPLY, INSTALLATION, COMMISSIONING, AND SERVICE
 OF A FULLY AUTOMATED VEHICLE STORAGE AND RETRIEVAL SYSTEM (AVSRS)
 REPLACEMENT OR EXPANSION IMPROVEMENT**

PUBLIC NOTICE IS HEREBY GIVEN that the City of West Hollywood as AGENCY, invites Qualifications for the above stated services and will only receive such Qualifications no later than the hour of **3:00 P.M., Friday, December 19, 2025.**

The City of West Hollywood is inviting Qualifications from qualified individuals or firms interested in providing DESIGN, SUPPLY, INSTALLATION, COMMISSIONING, AND SERVICE OF A FULLY AUTOMATED VEHICLE STORAGE AND RETRIEVAL SYSTEM (AVSRS) REPLACEMENT for an initial term of ten years.

SUBMITTAL INSTRUCTIONS

Qualifications must be submitted electronically by 3 P.M., Friday, December 19, 2025, on the City’s online bid portal:

<https://www.weho.org/city-government/city-departments/public-works/bids>

You may submit questions to the CITY about the RFQ no later than 3 P.M. on Friday, November 21, 2025, via the City’s online bid portal at:

<https://www.weho.org/city-government/city-departments/public-works/bids>

All questions received will be responded to via the online bid portal by December 5, 2025.

RFQ SCHEDULE

Distribution of bid document (RFQ)	November 17, 2025
Deadline to submit questions on City’s Bid Portal	November 21, 2025
Responses to questions	December 5, 2025; 3:00 p.m.
Qualification Submittal Due Date	December 19, 2025; 3:00 p.m.
Qualifications Evaluation	January 9, 2026
Vendor Selection and Notification	January 16-23, 2026

TENTATIVE RFP DATES (for selected vendors)

RFP Invitation to Selected Vendors	Tentative: January 2026
RFP Initial Site Walk-through (TBD one day)	Tentative: January 28-30, 2026

MINIMUM QUALIFICATIONS

Contractor must be a responsible firm or individual that has provided services for the relevant requirements contained herein for at least five (5) consecutive years. Less than the minimum required experience will eliminate that proposer from further consideration. Contractor must have licensed staffing or resources to provide the engineering design services required for the scope of work outlined in the specifications.

OWNER’S RIGHTS

The City of West Hollywood reserves the right to reject any and all proposals or to waive any irregularities or informalities in any proposals should it deem this necessary for the public good, and also the proposal of any Proposer who has been delinquent or unfaithful in any former contract with the City of West Hollywood and to take all proposals under advisement for a period of ninety (90) days. No proposer may withdraw its proposal for a period of ninety (90) days after the date from the opening thereof. The award of contract, if made, will be in accordance with the evaluation criteria provided in the specifications.

Point of contact for this project is Bill Bortfeld at 323-848-6349 or via email at bbortfeld@weho.org.

BY ORDER OF the City of West Hollywood.

By: _____
City Clerk

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ACRONYMS & DEFINITIONS

- **AGV** – Automated Guided Vehicle; mobile robot used for vehicle transfer.
- **AVSRS** – Automated Parking System; complete integrated robotic parking solution.
- **BMS** – Building Management System; facility automation platform.
- **CBC** – California Building Code.
- **EVSE** – Electric Vehicle Supply Equipment (NEC Article 625).
- **FAT** – Factory Acceptance Test; pre-ship verification.
- **NFPA 88A** – Standard for Parking Structures.
- **O&M** – Operations and Maintenance.
- **PLC** – Programmable Logic Controller.
- **SAT** – Site Acceptance Test; post-install verification.
- **SIL/PL** – Safety Integrity Level (IEC 61508) / Performance Level (ISO 13849-1).

1. INTRODUCTION AND PROJECT OVERVIEW

1.1 Purpose

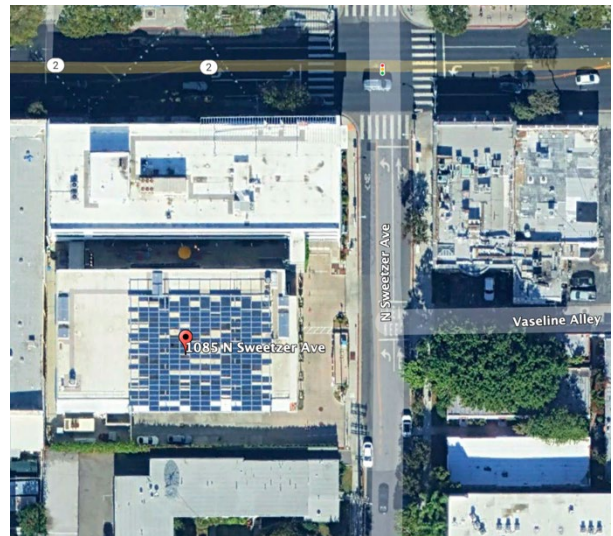
The City of West Hollywood (WEHO) invites Statements of Qualifications (SOQ) from experienced firms to replace or expand the City’s existing Automated Vehicle Storage and Retrieval System (AVSRS) to improve overall performance and output. The City seeks partners demonstrating capability to deliver proven state-of-the-art automated parking technology, integrated controls and software, and long-term maintenance services suitable for a high-use municipal environment.

1.2 Project Background

The existing five-level, 200-space fully automated parking garage (Garage) is located at 1085 Sweetzer Avenue in West Hollywood, California, which was completed in 2013. The system used in this garage is Utron, (previously known as Unitronics).

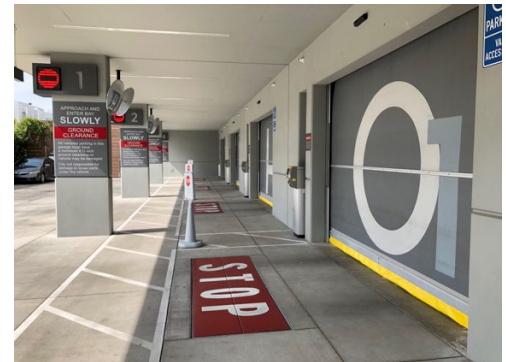
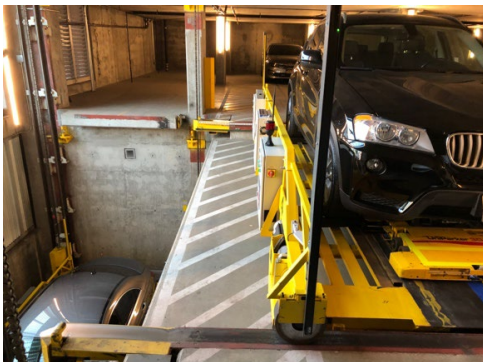
The Garage currently and will continue to accommodate mostly city employees and some public parkers. It is open 24/7 and closed for some holidays. There is a parking attendant on-site during operating hours.

The existing Garage has served the community since 2013 and now requires an expansion with improvement of the existing system, a partial replacement, or a full system replacement, based on the current condition of the system. The replacement program will modernize mechanical, electrical, controls, and software subsystems within the current footprint, minimizing disruption to operations while elevating safety, reliability, throughput, and user experience. This shall include a design, engineer, fabricate, and installation of partial or completely new system and shall provide a maintenance contract.



To keep in good condition and provide excellent service, the City will consider one of the following options:

- 1) **Improve the existing system; or**
- 2) **Rebuild a new system using existing floor plans, with or without potentially some structural change; or**
- 3) **Demolish existing and build a brand-new structure, using new system.**



1.3 Objectives

- 1) Replace or Improve the existing AVSRS within the current structural envelope or available footprint.
- 2) Achieve average retrieval times at or below 90 seconds under design peak conditions.
- 3) Deliver ≥99.999% core system uptime with fault-tolerant architecture and hot-standby servers.
- 4) Provide intuitive, inclusive user interfaces (mobile, kiosk) and digital payments.
- 5) Integrate EV charging infrastructure in compliance with NEC Article 625 and local code.
- 6) Meet or exceed CBC, NFPA 88A, and applicable functional safety standards.
- 7) Provide local service presence, spare parts, and 24/7 support with Service Level Agreements (SLAs).
- 8) Provide regular scheduled maintenance on the system with dashboard activity access to City.
- 9) Maximize customer service satisfaction, efficient and safe entry and exit transactions

1.4 High-Level Scope

- 1) Design, engineering, and integration with existing or brand-new building systems (structural, electrical, fire/life-safety).
- 2) Decommissioning and removal of legacy equipment; environmental handling and disposal.
- 3) Procurement, fabrication, delivery, installation, and commissioning of the new AVSRS.
- 4) Development of software platform, APIs, and integrations (BMS, payment, access control).
- 5) Training, O&M documentation, and multi-year maintenance with performance guarantees.

2. GENERAL INFORMATION

2.1 RFQ Point of Contact

City of West Hollywood
Bill Bortfeld
Phone: 323-848-6349
Email: bbortfeld@weho.org.

2.2 RFQ Schedule (Anticipated)

Shown on page 2.

2.3 Communications

All questions shall be submitted by the deadline indicated on page 2.

Unauthorized contact with City staff or consultants regarding this RFQ may result in disqualification.

2.4 Submission Instructions

- 1) Submit online as shown on page 2.
 - a. One (1) electronic PDF of written qualification submittal
 - b. One (1) provided raw Excel form, filled
 - c. One (1) provided Excel form, filled in PDF format to ensure no changes in transfer of raw Excel file
- 2) Clearly label: "WEHO RFQ – Automated Vehicle Storage and Retrieval System (AVSRS) Replacement."
- 3) SOQ validity: 90 days from submission deadline.
- 4) Page limit guideline: 20 pages excluding required forms and appendices.

3. MINIMUM QUALIFICATIONS

- 1) Minimum five (5) years' experience delivering comparable AVSRS projects.
- 2) At least three (3) relevant references within the past ten (10) years, with performance data.
- 3) In-house expertise in mechanical systems, controls (PLC), software, and commissioning.
- 4) Financial capacity and bonding to execute multi-million-dollar municipal infrastructure projects.
- 5) Documented local service capability in the Los Angeles metro region or willing to set up location.

Insurance and bonding requirements will be confirmed in the RFP phase; firms should state current coverage and bonding capacity.

4. STATEMENT OF QUALIFICATIONS (SOQ) RESPONSE REQUIREMENTS

4.1 Company Profile

- 1) Legal name, United States headquarters, Main headquarters (if different from United States)
- 2) If California company, provide business registration.
- 3) Organization chart; key personnel resumes; professional licenses.
- 4) Summary of relevant resources: engineering, fabrication, software, field service.

4.2 Relevant Experience

- 1) Provide detailed case studies for at least three automated parking projects of similar scale and complexity. Include throughput statistics, uptime metrics, system topology, code compliance strategy, commissioning timeline, and client outcomes.

4.3 Proposed Technology (High-Level)

- 1) System architecture (e.g., shuttle/stacker crane, AGV, pallet-based) and rationale for the existing facility constraints.
- 2) Controls platform (PLC family), safety PLC, HMI, and redundancy (servers, networks, power).
- 3) User interfaces: mobile app, RFID/NFC, kiosk; accessibility features; multi-language support.
- 4) Cybersecurity practices for on-prem and cloud components; logging and audit trails.
- 5) APIs/integration (BMS, payment, access control, enforcement).

4.4 O&M and Local Support

- 1) Preventive and predictive maintenance plan; spares strategy; obsolescence management.
- 2) 24/7 helpdesk, remote diagnostics, on-site response times, escalation paths.
- 3) Training curriculum for City staff; certifications; refresher training plan.

4.5 Project Approach & Management

- 1) Phasing strategy to minimize downtime and maintain limited operations when feasible.
- 2) Risk register and mitigation plan (supply chain, permitting, interfaces, commissioning risks).
- 3) Quality management system; FAT/SAT protocols; punch list closure process.

5. EVALUATION AND SELECTION PROCESS

SOQs will be evaluated using the following weighted criteria: The City may conduct interviews and/or site visits of installed systems prior to finalizing the shortlist.

Criteria

Experience & References
Technical Approach & Innovation
Financial Capacity & Resources
Service & Support Capabilities
Project Management & Staffing

6. TECHNICAL COMPLIANCE AND CODES

The replacement AVSRS shall comply with applicable codes and standards, including but not limited to:

- 1) NFPA 88A – Standard for Parking Structures (ventilation, fire protection, and automated-type provisions).
- 2) California Building Code (CBC) and local amendments; accessibility requirements per Title 24.
- 3) NEC Article 625 – Electric Vehicle Supply Equipment (EVSE) for integrated charging systems.
- 4) Functional safety: ISO 13849-1 (Performance Levels) and/or IEC 61508 (SIL), as applicable to safety-related control functions.
- 5) 5) West Hollywood Municipal Code (WHMC) – Titles 13, 14, and 15 (Buildings and Construction, Fire Protection, and Environmental Protection, Pollution, and Solid Waste)

Vendors shall propose a compliance strategy and identify any required variances or alternative means and methods for review by the Authority Having Jurisdiction (AHJ).

7. REPLACEMENT SCOPE AND INTERFACE REQUIREMENTS

As stated in Section 1.2, the City will consider one of the three (3) options to replace or improve this existing AVSRS structure and system. The vendor shall write an approach using their system that shall also incorporate the items listed in this section. Details for these line items are not required for this RFQ phase as it will be expanded during the RFP phase. The remaining part of this RFQ provides the areas the chosen vendors will need to address during the RFP phase.

7.1 Legacy System Decommissioning

- 1) Inventory legacy assets; develop removal plan; hazardous materials handling (if any).
- 2) Protect existing structure and adjacent occupancies; dust/noise control plan.
- 3) Coordinate temporary parking and signage for the public during outages. City has a local garage where parkers can temporarily park when this garage is under construction or repair.

7.2 Structural & Architectural Interfaces

- 1) Confirm equipment loads, anchorage, and vibration isolation within existing structure limits.
- 2) Maintain egress, fire separations, and firefighter access platforms where required.
- 3) Provide equipment access paths and maintenance clearances.

7.3 Electrical & Power

- 1) Redundant UPS and emergency power provisions for controlled safe states.

- 2) Dedicated feeders, grounding, and harmonics management for drives and lifts.
- 3) Capacity planning for integrated EVSE; panel schedules and load calculations.

7.4 Fire/Life-Safety & Ventilation

- 1) Coordinate with AHJ on fire detection/suppression strategy for automated-type garages per NFPA 88A.
- 2) Provide mechanical ventilation or demand-controlled ventilation where required; integrate with BMS.
- 3) Smoke control modeling (if applicable) and sequence of operations.

7.5 Controls, Networks, and Software

- 1) Segregated control networks with secure zones; redundant core switches and servers.
- 2) Time-synchronized event logging, diagnostics, and remote access with MFA.
- 3) Disaster recovery, backups, and patch/update management procedures.

8. COMMISSIONING, TESTING, AND ACCEPTANCE

- 1) Factory Acceptance Testing (FAT): subsystem tests, safety function validation, and documentation.
- 2) Site Acceptance Testing (SAT): end-to-end storage/retrieval throughput tests; alarm and failover tests.
- 3) Integrated testing with EVSE, BMS, access control, and payment systems.
- 4) Performance Demonstration: sustained peak-hour throughput and retrieval targets.
- 5) Training & Turnover: O&M manuals, as-builts, spare parts lists, and digital twins (if available).

9. OPERATIONS, MAINTENANCE, AND SERVICE LEVELS

- 1) Preventive maintenance schedule with OEM intervals; lubrication, calibration, inspection routines.
- 2) Condition-based monitoring (CBM) using telemetry and analytics; KPI dashboards.
- 3) Service Level Agreements (SLAs): response times (e.g., 30 min remote, 2 hr on-site), uptime metrics, credits.
- 4) Lifecycle plan (10–20 years): obsolescence management, upgrade roadmap, and training refreshers.

10. RISK, SAFETY, CYBERSECURITY, AND DATA

- 1) Safety Risk Assessment aligned with ISO 13849-1 / IEC 61508; define safety functions and required PL/SIL.
- 2) Lock-out/Tag-out (LOTO) and machine guarding; emergency stops and safe torque off for drives.
- 3) Cybersecurity hardening: network segmentation, MFA, logging, and regular vulnerability assessments.
- 4) Data ownership and privacy: City retains ownership of all operational data and logs; define retention and access.

11. SUBMITTAL FORMAT, ORGANIZATION, AND CHECKLISTS

11.1 SOQ Organization (max 20 pages, not including appendices)

1. Executive Summary (max. 2 pages)
2. Company Profile and Team (max. 4 pages).
3. Relevant Experience / AVSRS Project Profiles (max. 6 pages).
4. Technology Narrative and Compliance Matrix (max. 2 pages).
5. O&M and Support Plan (max. 2 pages).
6. Project Approach & Schedule (max. 4 pages).
7. Appendices (resumes, COI, financial, insurance). No brochures or other marketing sheets.
8. Filled Excel File (raw excel format)
9. Filled Excel File (saves as PDF, to ensure no changes in transmission of saw Excel file)

11.2 Mandatory Submission Checklist

Item	Included (Y/N)	Notes
Raw Excel File		
Excel File (saved as PDF)		
Company Profile & Licenses		
Key Personnel Resumes		
AVSRS Project Profiles (≥3) with Performance Data		
Technology Narrative & Compliance Matrix		
O&M / SLA Plan & Local Support		
Financial Statements & Bonding Letter (Appendices)		
Insurance Certificates (Appendices)		
Acknowledgement of Addenda (Appendices)		

12. CITY RIGHTS, LEGAL, AND ADMINISTRATIVE REQUIREMENTS

- 1) The City may accept or reject any or all SOQs, in whole or in part, and waive minor irregularities.
- 2) The City may request clarifications, conduct interviews, and obtain additional information.
- 3) All costs of SOQ preparation are the responsibility of the respondent.
- 4) SOQs are public records subject to disclosure, except for properly marked confidential trade secrets to the extent permitted by law.

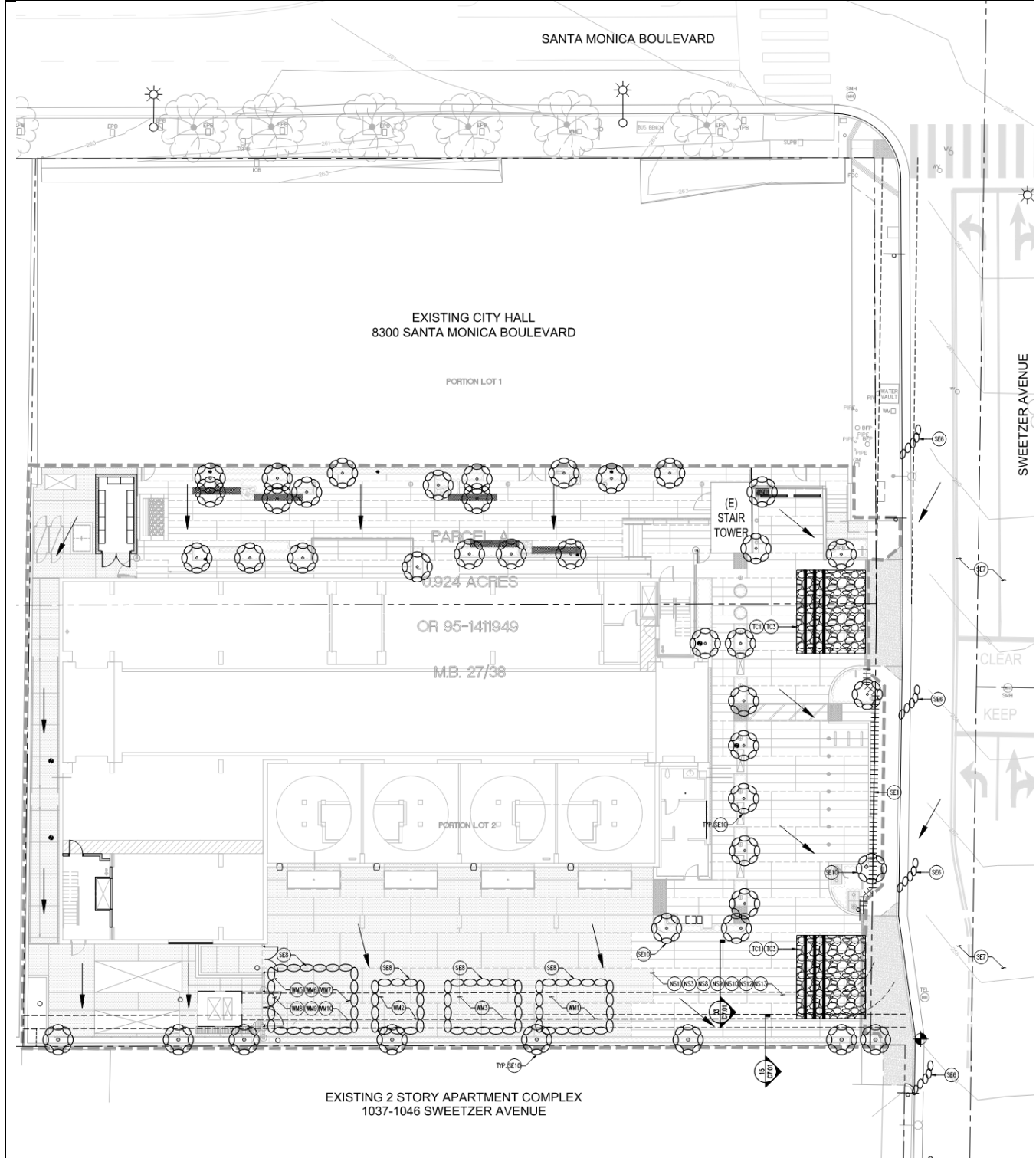
13. APPENDICES

- Project Site Images and Graphics
- Site Map and Garage Location
- Links to Garage Video

PROJECT SITE IMAGES AND GRAPHICS

This section provides visual context for the existing West Hollywood City Hall Automated Parking Garage at 1085 N Sweetzer Ave, West Hollywood, CA 90069.

Exterior – City Hall Automated Parking Garage



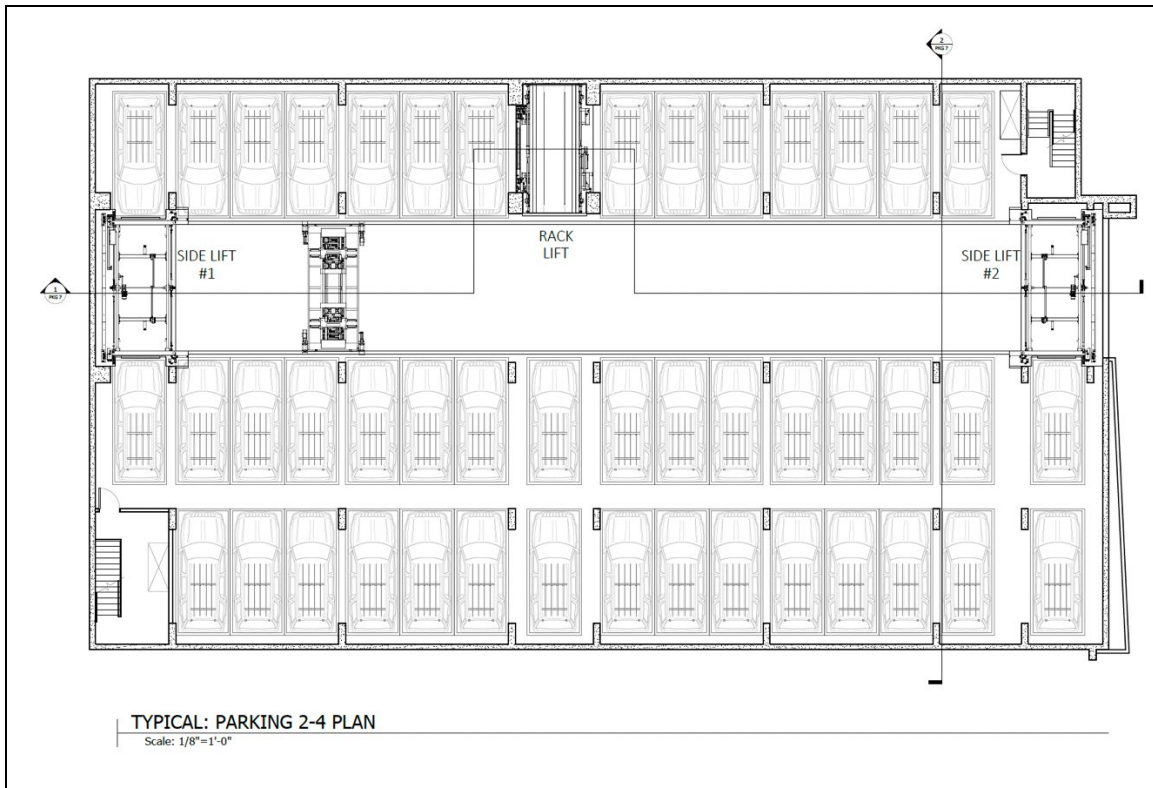
Exterior view of existing automated garage related to existing City Hall location (illustrative WEHO City Hall campus).

Exterior – City Hall Fully Automated Parking Garage



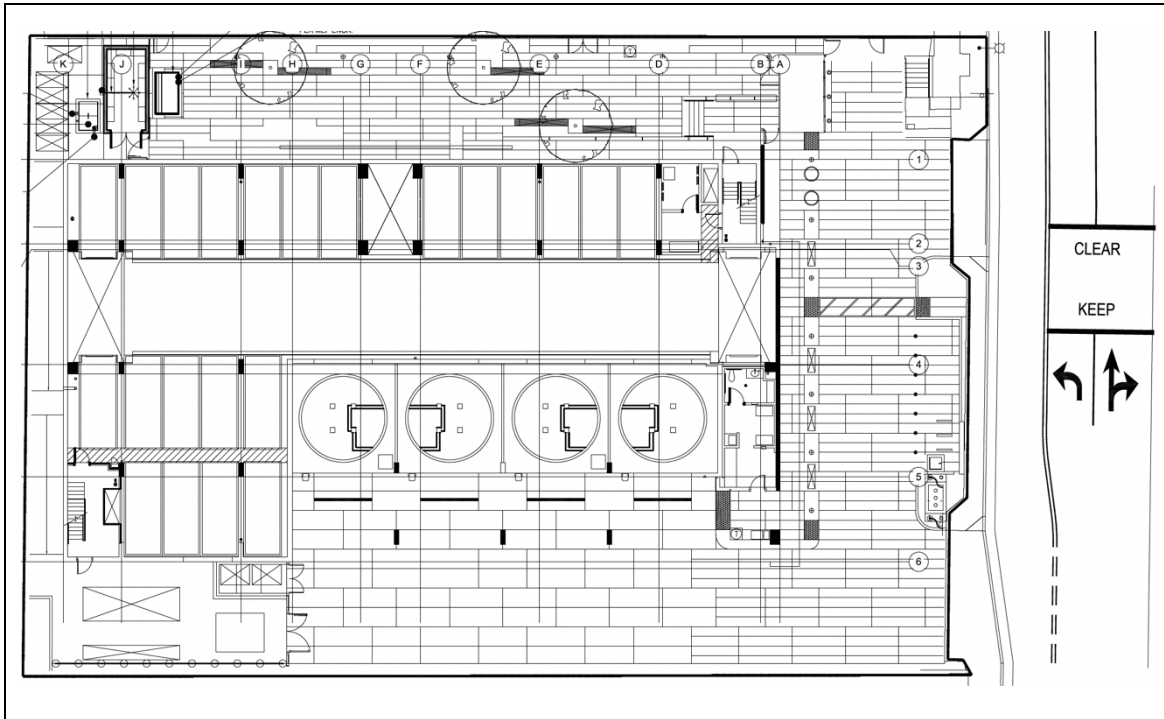
Exterior approach view to WEHO fully automated parking garage.

Interior – Automated Mechanism

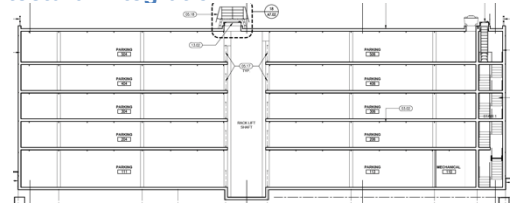


Interior view to car placements with shuttle horizontal movement and side lifts/elevators (illustrative).

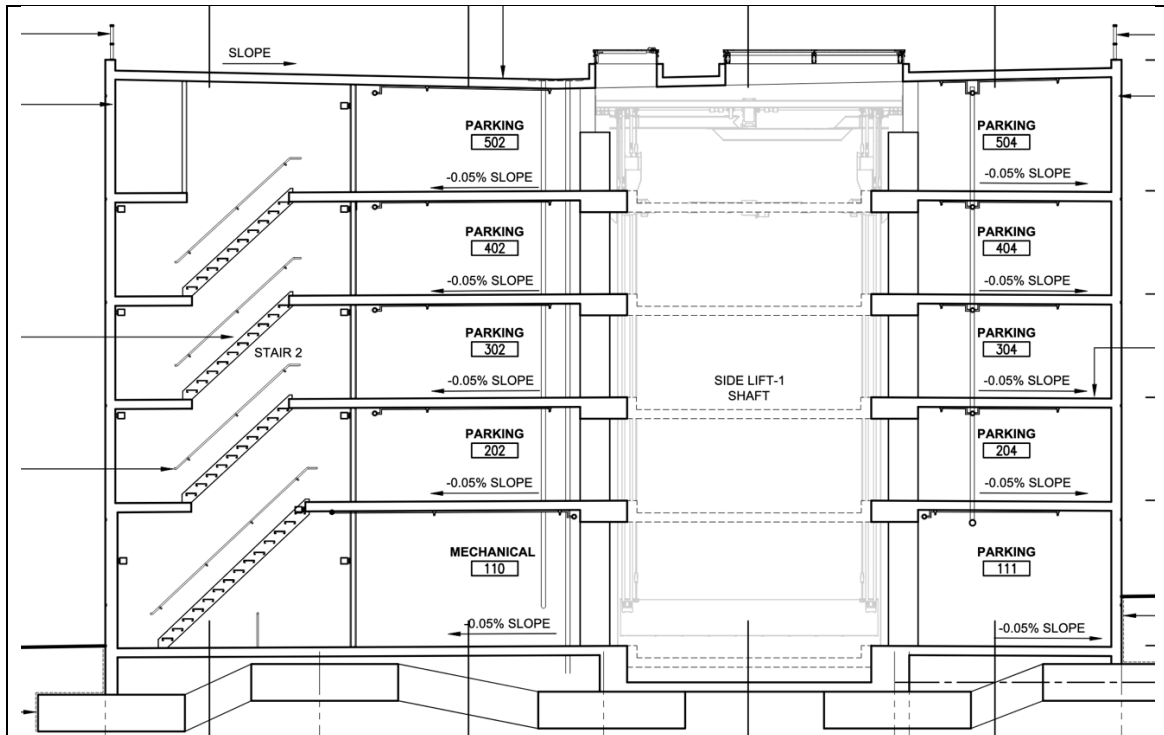
Architectural Perspective



Perspective showing compact footprint and architectural integration.



System Schematic / Diagram



Simplified schematic of automated transfer/shuttle flow (illustrative).

Location Map

Address: 1085 N Sweetzer Ave, West Hollywood, CA 90069

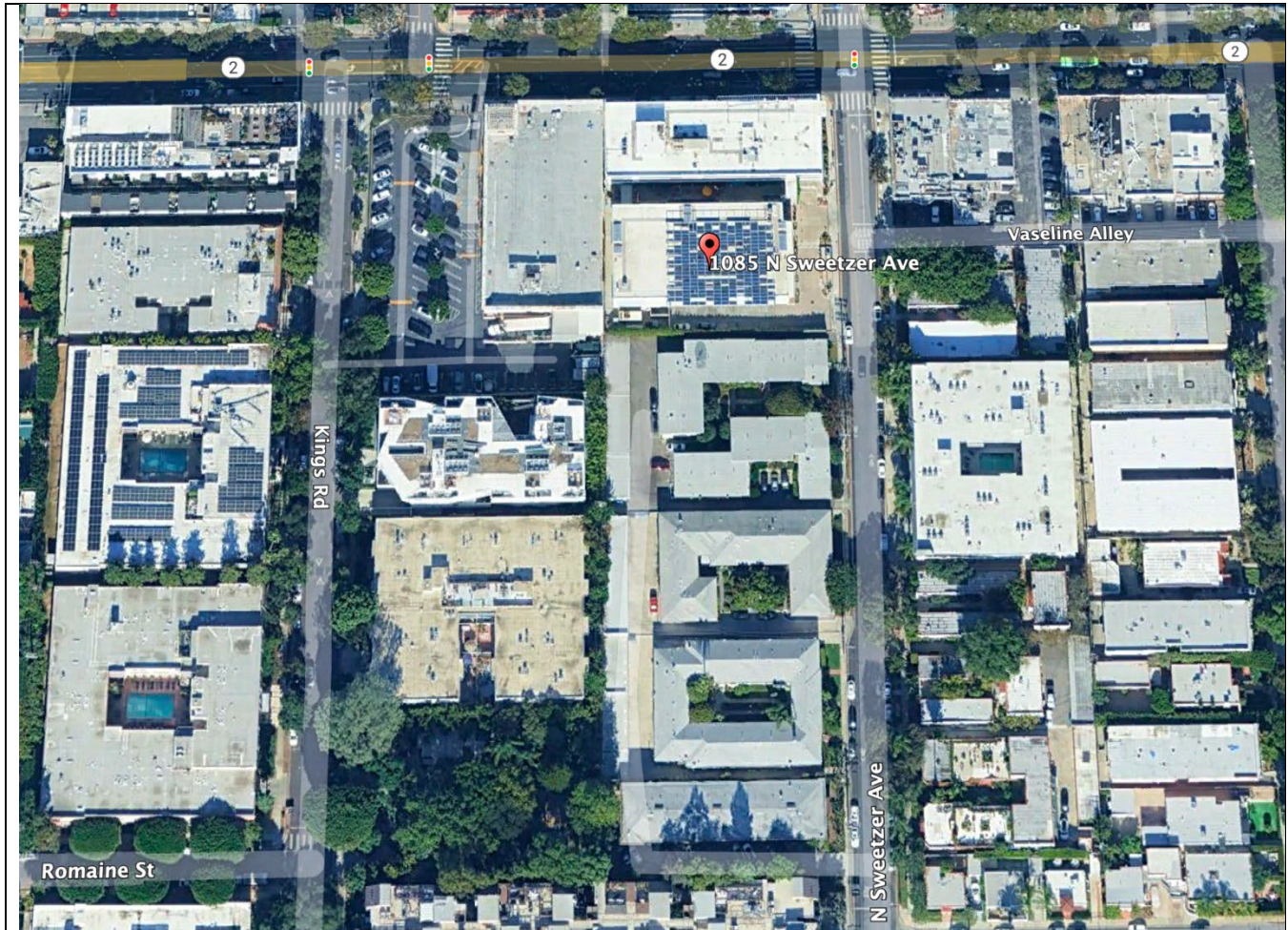


Figure: Map showing location of existing robotic parking structure on the City Hall campus.

Reference Videos (Online)

City of West Hollywood – Automated Parking Garage (Official/LPA):

<https://www.youtube.com/watch?v=H6BQuggpWWg>

U-tron – GoPro demonstration of WEHO automated parking:

<https://www.youtube.com/watch?v=ResMWOdeBps>

SoCal Connected segment on WEHO automated garage:

<https://www.youtube.com/watch?v=8ENw2xK0FwQ>